

This listing of claims will replace all prior versions, and listings, of claims in the application:

1 Claim 1 (original): A method for establishing and
2 effecting a secure synchronized browsing session between a
3 guide terminal and a follower terminal, the method
4 comprising steps of:
5 a) providing address and encryption information
6 corresponding to the follower terminal to the guide
7 terminal;
8 b) encrypting, with the guide terminal and based on
9 the encryption information corresponding to the
10 follower terminal, a browsing command to generate an
11 encrypted browsing command;
12 c) sending the encrypted browsing command to the
13 follower terminal;
14 d) receiving, with the follower terminal, the
15 encrypted browsing command;
16 e) decrypting, with the follower terminal, the
17 encrypted browsing command to generate a decrypted
18 browsing command; and
19 f) effecting, at the follower terminal, the decrypted
20 browsing command.

1 Claim 2 (original): The method of claim 1, wherein the
2 browsing command is a request for content associated with a
3 uniform resource locator.

1 Claim 3 (original): The method of claim 2 further
2 including steps of:
3 g) determining, at the follower terminal, whether or
4 not access is permitted to the content; and

5 h) if it is determined that access is permitted to
6 the content, then requesting the content and if it is
7 determined that access is not permitted to the
8 content, then not requesting the content.

1 Claim 4 (original): The method of claim 3 wherein the step
2 of determining whether or not access is permitted is based
3 on at least one of a list of GO and NO GO locations and
4 rules for determining whether or not a locator is a GO or a
5 NO GO.

1 Claim 5 (original): The method of claim 1 further
2 comprising a step of:
3 g) effecting, at the guide terminal, the browsing
4 command.

1 Claim 6 (original): The method of claim 2 further
2 comprising a step of:
3 g) effecting, at the guide terminal, the browsing
4 command.

1 Claim 7 (original): The method of claim 1 wherein the
2 address and encryption information corresponding to the
3 follower terminal are provided to the guide terminal via a
4 session manager.

1 Claim 8 (original): The method of claim 1 further
2 comprising a step of:
3 g) providing address and encryption information
4 corresponding to the guide terminal to the follower
5 terminal.

1 Claim 9 (original): The method of claim 8 wherein the
2 encryption information corresponding to the guide terminal
3 includes a public key.

1 Claim 10 (original): The method of claim 1 wherein the
2 encryption information corresponding to the follower
3 terminal includes a public key.

1 Claim 11 (previously presented): A method for establishing
2 and effecting a synchronized browsing session between a
3 guide terminal and a follower terminal configured such that
4 at least one of downloading applets is disabled and
5 execution of applets is disabled, the method comprising
6 steps of:
7 a) providing address information related to the
8 follower terminal to the guide terminal;
9 b) providing address information related to the guide
10 terminal to the follower terminal;
11 c) sending, from the guide terminal, a browsing
12 command to the follower terminal;
13 d) receiving, with the follower terminal, the browsing
14 command;
15 e) effecting, with a browser at the follower terminal,
16 the received browsing command,
17 wherein the browser at the follower terminal is
18 resident on the follower terminal before any connection
19 between the follower terminal and the guide terminal.

1 Claim 12 (original): The method of claim 11, wherein the
2 browser at the follower terminal is maintained by a session
3 manager.

1 Claim 13 (previously presented): A system for establishing
2 and effecting a synchronized browsing session, the system
3 comprising:

4 a) a guide terminal, the guide terminal including
5 i) a connection process for invoking the
6 establishment of the synchronized browsing
7 session, and
8 ii) a process for generating synchronized
9 browsing commands;
10 b) a follower terminal configured such that at least
11 one of downloading applets is disabled and execution of
12 applets is disabled, the follower terminal including
13 i) a connection process for facilitating the
14 establishment of the synchronized browsing
15 session, and
16 ii) a process for receiving synchronized browsing
17 commands and for effecting those synchronized
18 browsing commands;
19 c) a session manager, the session manager working with
20 the connection process of the guide terminal and the
21 connection process of the follower terminal to
22 establish and maintain the synchronized browsing
23 session; and
24 d) at least one network for communicating data between
25 the guide terminal, the follower terminal, and the
26 session manager.

1 Claim 14 (original): The system of claim 13 wherein the
2 guide terminal further includes an encryption process for
3 encrypting the generated synchronized browsing commands,
4 wherein the session manager sends encryption
5 information about the guide terminal to the follower
6 terminal, and
7 wherein the follower terminal further includes a
8 decryption process for decrypting the encrypted
9 synchronized browsing commands based on the encryption
10 information sent by the session manager.

Claims 15-19 (canceled)

1 Claim 20 (previously presented): A method for establishing
2 a synchronized browsing session between a guide terminal and
3 a follower terminal configured such that at least one of
4 downloading applets is disabled and execution of applets is
5 disabled, the method comprising steps of:

- 6 a) accepting a request for a synchronized browsing
7 session from the guide terminal;
- 8 b) sending, in response to the acceptance of the
9 request for a synchronized browsing session, a browsing
10 request to the follower terminal;
- 11 c) accepting an acknowledge response from the follower
12 terminal; and
- 13 d) sending, in response to the acceptance of the
14 acknowledge response, an acknowledge response to the
15 guide terminal.

1 Claim 21 (original): The method of claim 20 further
2 comprising a step of providing encryption information about
3 the follower terminal to the guide terminal.

1 Claim 22 (original): The method of claim 20 further
2 comprising a step of providing encryption information about
3 the guide terminal to the follower terminal.

1 Claim 23 (original): In a follower terminal, a method for
2 effecting a synchronized browsing session with a guide
3 terminal, the method comprising steps of:

- 4 a) accepting a synchronized browsing command from the
5 guide terminal;
- 6 b) sending an acknowledge reply to the guide terminal
7 in response to the acceptance of the synchronized
8 browsing command;

9 c) determining whether access to content associated
10 with the browsing command is permitted; and
11 d) if it is determined that access to the content
12 associated with the browsing command is permitted,
13 then requesting the content associated with the
14 browsing command.

1 Claim 24 (original): The method of claim 23 wherein the
2 synchronized browsing command accepted from the guide
3 terminal is encrypted, the method further comprising a step
4 of decrypting the encrypted synchronized browsing command.

1 Claim 25 (original): The method of claim 24 wherein the
2 acknowledge reply is encrypted.

1 Claim 26 (original): The method of claim 23 wherein the
2 step of determining whether access to content associated
3 with the browsing command is permitted is based on at least
4 one of a list of GO and NO GO content locators and rules for
5 determining whether or not a content locator is a GO or a NO
6 GO.

1 Claim 27 (original): The method of claim 23 wherein the
2 step of determining whether access to content associated
3 with the browsing command is permitted includes steps of
4 i) determining whether or not the browsing
5 command includes a resource locator that has a NO
6 GO status based on at least one of first rules
7 regarding resource locators and a first list of
8 resource locators,
9 ii) if it is determined that the browsing
10 command includes a resource locator that has a NO
11 GO status, then

12 A) setting a status to NO GO,
13 B) determining whether or not the browsing
14 command includes a resource locator that has
15 a GO status based on at least one of second
16 rules regarding resource locators and a
17 second list of resource locators, and
18 C) if it is determined that the browsing
19 command includes a resource locator that has
20 a GO status, then setting the status to GO,
21 and
22 iii) requesting the content associated with the
23 browsing command if the status is GO.

1 Claim 28 (previously presented): In a guide terminal, a
2 method for effecting a synchronized browsing session with a
3 follower terminal, the method comprising steps of:
4 a) accepting a synchronized browsing command from an
5 input device of the guide terminal;
6 b) encrypting the synchronized browsing command based
7 on encryption information associated with the follower
8 terminal; and
9 c) sending the encrypted synchronized browsing command
10 to follower terminal.

1 Claim 29 (original): The method of claim 28 further
2 comprising a step of:
3 b1) determining whether or not access to content
4 associated with the browsing command is permitted,
5 wherein the steps of (b) encrypting the
6 synchronized browsing command and (c) sending the
7 synchronized browsing command are performed only if it is
8 determined that access to content associated with the
9 browsing command is permitted.

1 Claim 30 (original): The method of claim 29 wherein the
2 step of determining whether access to content associated
3 with the browsing command is permitted is based on at least
4 one of a list of GO and NO GO content locators and rules
5 for determining whether or not a content locator is a GO or
6 a NO GO.

Claims 31 and 32 (canceled)

1 Claim 33 (previously presented): The method of claim 11
2 wherein a live agent is at the guide terminal and a customer
3 is at the follower terminal, the method further comprising:
4 f) establishing, in response to an input at the
5 follower terminal, a call between the customer at the
6 follower terminal and the live agent at the guide
7 terminal.

1 Claim 34 (previously presented): The method of claim 33
2 wherein the call includes audio and video communications.

1 Claim 35 (previously presented): The method of claim 11
2 wherein the browsing command is encrypted.

1 Claim 36 (previously presented): The method of claim 11
2 wherein the browsing command sent from the guide terminal to
3 the follower terminal is sent in response to a request from
4 the guide terminal.

1 Claim 37 (previously presented): The method of claim 33
2 wherein the browsing command is sent and received during the
3 call.

1 Claim 38 (previously presented): The method of claim 23
2 wherein the act of determining whether access to content
3 associated with a browsing command is permitted includes
4 i) determining whether or not the browsing command
5 includes a resource locator that has a NO GO status based
6 on at least one of first rules regarding resource
7 locators and a first list of resource locators;
8 ii) if it is determined that the browsing command
9 includes a resource locator that has a NO GO status,
10 then
11 A) setting a status to NO GO,
12 B) determining whether or not the browsing
13 command includes a resource locator that has a GO
14 status based on at least one of second rules
15 regarding resource locators and a second list of
16 resource locators, and
17 C) if it is determined that the browsing command
18 includes a resource locator that has a GO status,
19 then setting the status to GO; and
20 iii) requesting the content associated with the browsing
21 command if the status is GO.

1 Claim 39 (previously presented): The method of claim 29
2 wherein the act of determining whether access to content
3 associated with a browsing command is permitted includes
4 i) determining whether or not the browsing command
5 includes a resource locator that has a NO GO status based
6 on at least one of first rules regarding resource
7 locators and a first list of resource locators;
8 ii) if it is determined that the browsing command
9 includes a resource locator that has a NO GO status, then
10 A) setting a status to NO GO,
11 B) determining whether or not the browsing
12 command includes a resource locator that has a GO
13 status based on at least one of second rules

14 regarding resource locators and a second list of
15 resource locators, and
16 C) if it is determined that the browsing command
17 includes a resource locator that has a GO status,
18 then setting the status to GO; and
19 iii) requesting the content associated with the browsing
20 command if the status is GO.

1 Claim 40 (previously presented): The method of claim 1
2 wherein the follower terminal is configured such that at
3 least one of downloading applets is disabled and execution
4 of applets is disabled.

1 Claim 41 (previously presented): The method of claim 23
2 wherein the follower terminal is configured such that at
3 least one of downloading applets is disabled and execution
4 of applets is disabled.

1 Claim 42 (previously presented): The method of claim 28
2 wherein the follower terminal is configured such that at
3 least one of downloading applets is disabled and execution
4 of applets is disabled.